



# Thurston PUD Newsletter

We are committed to providing safe, reliable, affordable, and sustainable water services to our customers.

November 2024

## Leadership Message

### Lead Service Line Inventories (LSLI)

By Kim Gubbe, Director of Planning and Compliance

On January 15, 2021, the U.S. Environmental Protection Agency (EPA) issued Lead and Copper Rule Revisions (LCRR) that went into effect on December 16, 2021. To comply with the LCRR, water purveyors were required to develop and submit a Lead Service Line Inventory (LSLI) to the Washington State Department of Health (DOH) by October 16, 2024, for all Group A water systems



Kim Gubbe, Director of Planning & Compliance

Starting in April 2024, PUD staff began to plan for the work necessary to complete the LSLI reports. All service line materials installed before 1986 needed to be identified on both the PUD’s side of the meter and the customer’s side. Thurston PUD staff members were able to determine the material for about half of our lines through existing records, but the rest of these lines required visual inspections. Field Operations staff were required to excavate and inspect water service lines for each Group A water system. Staff completed 806 visual inspections of a combination of PUD lateral lines and customers’ service lines, which was 20 percent of the unknown inventory.

Thurston PUD staff completed 75 Lead Service Line Inventories (LSLI) on Group A water systems (systems with 15 or more connections) by the October 16th deadline. The inventories included a total of 8,144 connections.

### No lead lines or components were found after completion of the LSLI.

PUD staff continues to comply with the monitoring, reporting, and treatment specifications for the Lead and Copper Rule, per U.S. EPA and DOH requirements.

This was a major project for our Field Operations and Planning and Compliance Teams. We sincerely appreciate their hard work to complete this requirement to ensure we continue to provide safe and reliable water service to our customers.

If you are interested in reviewing LSLI reports for Group A water systems on our website, please visit [www.thurstonpud.org/annual-reports.htm](http://www.thurstonpud.org/annual-reports.htm). If you have any questions, please contact our Customer Service Team at (866) 357-8783 or send us an email at [PUDCustomerService@thurstonpud.org](mailto:PUDCustomerService@thurstonpud.org).

### Thurston PUD Commissioners

#### District 1

Linda Oosterman

#### District 2

Russell E. Olsen

#### District 3

Chris Stearns

## In This Issue

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*Don't forget! Daylight Savings Time ends on Sunday, November 3, 2024.*



**Thurston PUD**  
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(360) 357-8783  
Toll-Free: (866) 357-8783  
Fax: (360) 357-1172  
[www.ThurstonPUD.org](http://www.ThurstonPUD.org)

## Office Closures

The holiday season is approaching! PUD offices will be closed on the following days.



- **Veterans Day** - Monday, November 11, 2024
- **Thanksgiving Holiday** - Thursday, November 28, 2024 and Friday, November 29, 2024
- **PUD Staff's Winter Celebration** - Friday, December 13, 2024 from 2:00 p.m. until 4:30 p.m.
- **Christmas Day** - Wednesday, December 25, 2024
- **New Year's Day** - Wednesday, January 1, 2025

**If you experience a water service emergency, call us immediately at (360) 357-8783 or toll-free at (866) 357-8783 to report your location. Calls received outside of normal business hours (8:00 a.m. to 4:30 p.m., Monday - Friday) are routed to our afterhours answering service and on-call staff.**

## Thurston PUD Thanks Congresswoman Strickland

Thurston PUD held a celebration event at the Green Cove Creek construction site on Thursday, October 3, 2024, to honor Congresswoman Marilyn Strickland for her support in securing funding for the PUD's water main replacement project. The event was attended by PUD staff, PUD Commissioners, Congresswoman Strickland, the Congresswoman's staff, and members of the community.

Thurston PUD provides water to approximately 65 homes on the north side of Green Cove Creek - this service is provided via a six-inch water main that crosses the creek at Country Club Road NW. In Fall 2021, inspectors with Thurston County found that the Green Cove Creek culvert at Country Club Road NW had partially collapsed and emergency repairs were made. The Thurston County Board of County Commissioners approved removing the culvert and constructing a bridge as a permanent fix for the issue.



*PUD staff presents Congresswoman Strickland with plaque to thank her for her support for this major project.*

Construction on this project began in July 2024, and Country Club Road NW was closed to facilitate construction. Thurston PUD is responsible for providing temporary water service to our customers during construction and reinstalling permanent water service after the County's work is completed. Temporary water service was installed in August 2024.

Congresswoman Strickland was able to secure funding for 80 percent of the PUD's estimated cost for this project. The PUD hopes to receive funding for the remainder of this project through a 2024 appropriation in the Washington State Capital Budget - \$1 million in funding is expected to be shared between six (6) public utility districts, including our PUD, for fish barrier removal projects.

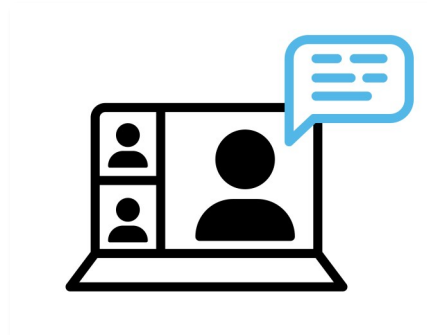
Funding for this project ensures continuity of water service to Country Club water system customers without a significant rate increase to all PUD customers to cover the cost of the project. Funding for this project also helps improve drinking water infrastructure and restores spawning habitat for salmon and other species of fish.

For more information on the Green Cove Creek project, please visit [www.thurstonpud.org/projects.htm](http://www.thurstonpud.org/projects.htm) and scroll through the Current Projects listed.

## Recruitment for the Utility Rate Advisory Committee (URAC)

*Are you interested in the rate-making process at Thurston PUD? Then the URAC may be for you!*

We are currently looking to recruit Thurston PUD customers to join our Utility Rate Advisory Committee (URAC)! Established in 2018, this committee learns about the PUD and observes how rates, fees, and charges are set. The URAC then provides recommendations to PUD Management and the Board of Commissioners related to rates, rate structure, fees, and other charges made to water utility customers.



Quarterly meetings are hybrid, held in-person at Thurston PUD Headquarters and online using the Zoom video conferencing platform—virtual meeting attendance is encouraged for members that cannot attend in-person.

For more information regarding this group or to request an application, please contact John Weidenfeller at (360) 357-8783 ext. 107 or [jweidenfeller@thurstonpud.org](mailto:jweidenfeller@thurstonpud.org).

## Options To Pay Your Bill

We offer a variety of convenient ways to pay your bill, all free of additional charges! Pick the payment method that works best for you! We accept cash, check, money order, cashier's check, Visa, or MasterCard.



- **Auto Pay:** Visit [www.thurstonpud.org](http://www.thurstonpud.org) to set up an online account and sign up for Auto Pay. If you prefer automatic payments from your checking or savings account, complete a **Direct Debit Application** form, found online at [www.thurstonpud.org](http://www.thurstonpud.org) under the Links & Forms tab.



- **Online Customer Account:** Visit [www.thurstonpud.org](http://www.thurstonpud.org) and select 'Pay Bill Online' on the top left corner to login and view your account online or make payments.



- **Automated Phone System:** Call us at **(360) 357-8783, Option 1** to make payments over the phone with your account number 24/7.



- **Live Representative:** Call us at **(360) 357-8783** to speak with a Customer Service Representative.

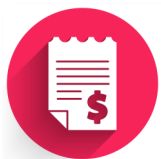


- **Main Office:** Stop by our office and pay in-person at **1230 Ruddell Road SE, Lacey, WA 98503**. You can also use the PUD's drop box, located in our parking lot.



- **Mail:** Mail Payments to **Thurston PUD, 1230 Ruddell Road SE, Lacey, WA 98503**.

## Don't Be Surprised By Your Water Bill!



Even though hot weather (and days of higher water usage) may be behind us, please keep an eye on your water bill. The billing statement you receive in November for October charges may reflect consumption for September. Check the 'Meter Read' portion on the right side of your statement for specific consumption dates.

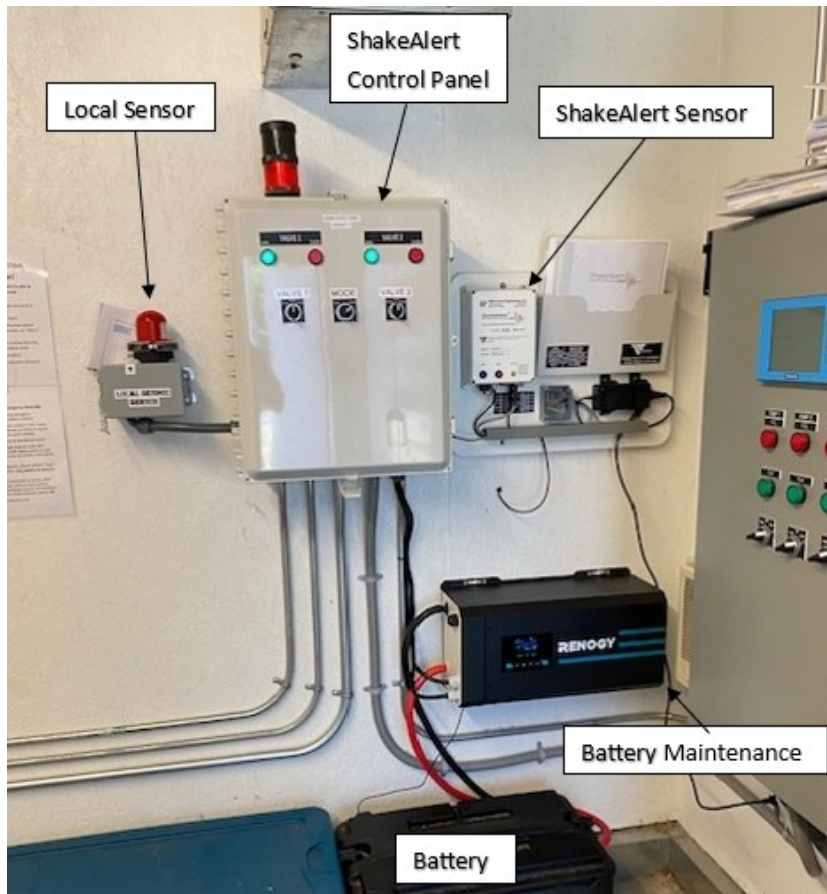
## Tanglewilde Water System ShakeAlert System

A major disaster we are at risk for here in the Pacific Northwest is an earthquake. Thurston PUD takes emergency preparedness seriously, and we have installed a new seismic protection system at the Tanglewilde water system. This new system will play a critical role in conserving the water supply during a large earthquake.

If a seismic event is detected, the ShakeAlert system activates and triggers the following events:

- Large pumps and motors are temporarily shut down to prevent damage.
- Reservoir valves are automatically operated so as to limit outflows, conserving water in the reservoir to ensure availability for potable and fire-fighting use in the case of extensive damage to in-ground pipes.
- Alerts are sent by email and phone call to our on-call staff.
- A local alarm light and alarm tone on the shake alert panel will turn on.

If the seismic event was minor and did not likely cause major damage to the water system, the ShakeAlert system can be reset and the water system returned to normal operation. If it was a major seismic event, then staff will take assessment of the damage to make necessary repairs to return the system to normal operation.



*Pictured Above: The ShakeAlert System at the Tanglewilde water system.*

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*Pictured Below: Seismic valves at the Tanglewilde water system.*

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